# Guidance for Test Coordinators on Adding and Managing User Accounts in TIDE

## Contents

## TIDE

Test coordinators access the Test Information Distribution Engine, or TIDE, to complete tasks for Ohio's State Tests (OST), the Alternate Assessment for Students with the Most Significant Cognitive Disabilities (AASCD), the Ohio English Language Proficiency Assessment (OELPA), the Ohio English Language Proficiency Screener (OELPS) and the Ohio Graduation Tests (OGT) via the Ohio's State Tests Portal. Test coordinators use TIDE to manage user accounts for online testing, enable student accessibility features and indicate test eligibility, manage rosters, submit test status requests for online testing and more.

## User Accounts and Roles

One District Test Coordinator (DTC) account is permitted per district (or school treated as a district) for TIDE, and the DTC is responsible for managing the user accounts for other district- and building-level users. A summary of the user account roles is below. Please see the "User Roles Matrix" document, located on the test portal, for a complete list of which systems and tasks each user account can access.

Users may have more than one user role across schools and districts. For example, a teacher may be given the "Teacher" (TE) user role in one school and assigned the "Test Administrator" (TA) user role in another school or district. Each test coordinator assigns the role that is appropriate for their district or school. Test coordinators should carefully consider the level of access given to each user.

**Note**: User roles are hierarchical and higher-level roles have the same access to the testing systems as their subordinate roles (plus more). A district level user only needs one role in his or her district and does not need any roles in any of his or her subordinate schools. A school level user only needs one role in each school with which he or she is associated. For example, a Building Test Coordinator (BTC) user does not need to add themselves as a Teacher (TE) or Test Administrator (TA) user in his or her school. Likewise, a District Administrator (DA) user does not need to add themselves as a BTC for any school within his or her district.

Each user's username is his or her email address. Each user who needs access to one or more of Ohio's online systems must have his or her own account of the appropriate role type.

**District Test Coordinator (DTC)** – This person is responsible for uploading student information files, ordering test materials and overseeing the administration of state assessments. The DTC is the primary point of contact between the district and the Department, and much of the communication concerning Ohio's state assessments is directed to the DTC. The DTC has the authority to create user accounts for all roles listed below. Note that only the DTC can create DA and DRU accounts. Any change to the DTC user must be processed through the Ohio Help Desk.

**District Administrator (DA)** – This optional user role allows the DTC to delegate many tasks to one or more district personnel (for example, special education coordinator and curriculum coordinator) to assist with test administration and oversight of the systems. The DA can create building-level user accounts, but not district-level accounts.

**District Reporting User (DRU)** – This user role only has access to the Reporting System and the Test Monitoring tasks in TIDE. This user role is appropriate for district staff authorized to access reporting data, but not involved in any other aspect of the test administration (for example, superintendent or administrator responsible for retrieving student results data).

**EMIS Coordinator (EC)** – This user role can upload and edit student information in TIDE, as well as download student results data files from the Reporting System. This user role is appropriate for district staff serving as the EMIS coordinator (or similar data-oriented position), but not involved in any other aspect of the test administration.

**Building Test Coordinator (BTC)** – This person is responsible for coordinating the administration of state assessments in a school building. Depending on the preference of the DTC, the BTC may also be responsible for creating and maintaining user accounts in his or her school building (BRUs, TEs and TAs).

BTCs can manually add students to TIDE for any Ohio assessment.

**Building Reporting User (BRU)** – This user role only has access to the Reporting System and the Test Monitoring tasks in TIDE. This user role is appropriate for school staff authorized to access reporting data, but not involved in any other aspect of the test administration (for example, school principal).

**Teacher (TE)** – This user role is available to personnel who administer any Ohio assessment to students and are authorized to have access to student results. For online testing, this person is responsible for setting up test sessions in the TA Interface, assisting students with signing in to the Student Testing Site and proctoring the test. Additionally, this user role can enter the students' scores or responses in the Data Entry Interface (DEI) for applicable assessments. The Teacher role has access to test progress reports for online testers in TIDE. Lastly, this user can access score reports in the Reporting System.

**Test Administrator (TA)** – This user role is available to personnel who administer any Ohio assessment to students but are **not** authorized to access student results. For online testing, this person is responsible for setting up test sessions in the TA Interface, assisting students with signing into the Student Testing Site and proctoring the test. Additionally, this user role can enter the students' scores or responses in the Data Entry Interface (DEI) for applicable assessments.

The TA user role also has access to test progress reports for online testers in TIDE. However, this user **does not** have access to score reports in the Reporting System. This role is appropriate for personnel who proctor a test but do not need access to score data.

**Information Technology Center (ITC)** – ITC users can upload Pre-ID files only for districts with which they are associated. ITC accounts cannot be created by district personnel. Changes to the ITC account must be processed through the Ohio Help Desk.

# Setting Up User Accounts

## User Accounts from 2020-2021

**Authorized district and school users must delete user accounts for personnel who are no longer associated with the district or school.** District test coordinators are responsible for ensuring their district and school user accounts are accurate and that all personnel have the appropriate level of access, or for delegating this task to a district administrator and/or the building test coordinator(s). See the Working with the Users Task in TIDE section below for information on updating user accounts.

All user account passwords are reset for the 2021-2022 school year. All users must create a new password for the 2021-2022 school year to access any Ohio assessment system. All user accounts that had access to Ohio's online systems in 2020-2021 will continue to have access for the 2021-2022 school year after resetting their user passwords unless the authorized district and school users have deleted the accounts.

To request a new password for the school year, existing users must:

**Login**

👤 Email Address

🔒 Password

Forgot Your Password?

**Secure Login**

**First Time Login This School Year?**

The password you used during the previous school year has expired.

Request a new one for this school year.

1. Select one of the administration cards on the hub page of the test portal.
2. From the administration page, select any available systems card.
3. On the system login page, click on the link to "Request a new one for this school year."
4. Enter the email address associated with your user account and click submit.
5. An email (from DoNotReply@cambiumast.com), which contains a clickable link, will be sent to the email associated with your account.
6. Click on the link. You will be directed to a page where you can enter a new password. **The link will expire in 15 minutes;** if you do not create your new password within 15 minutes you will need to request a new link.

   **Note:** It is strongly recommended that test coordinators communicate with new users *before* setting up their accounts, so they are aware of this requirement and prepared to act in a timely manner.
7. Follow the on-screen prompts to create a new password.

Refer to the "Establishing Passwords for New User Accounts" section of this document for more information.

**Important**: Upon logging into an available assessment system, an "Enter Code" page may appear. An authentication code will automatically be sent to your email address. You must enter this code in the "Enter Emailed Code" field and select the "Submit" button **within 15 minutes** of receiving the authentication code email.

## New User Management Approaches

DTCs are responsible for ensuring all users who administers any Ohio assessment have the appropriate accounts. There are three basic approaches that DTCs can take to setting up user accounts. DTCs should review and determine which approach they will follow.

1. **DTC manages all accounts**
   a. The DTC may elect to manage all user accounts in the district. With this approach, the DTC determines the DAs, DRUs, ECs, BTCs, BRUs, TEs and TAs for his or her entire district and creates an account for each user following the steps provided in the next section.

   b. The DTC manages the addition, deletion and edits of all user accounts.
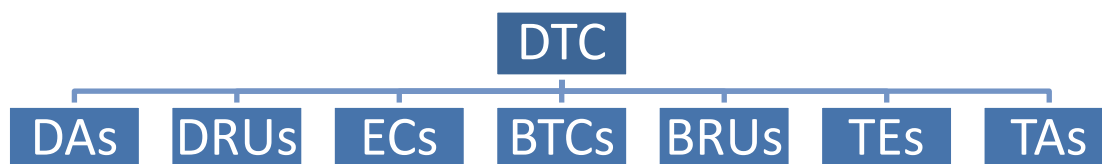


2. **DTC delegates to school building personnel**
   a. The DTC may elect to delegate the creation of building-level accounts to BTCs.
      i. The DTC determines the district-level users and BTCs for his or her district and creates an account for each user following the steps provided in the next section.
      ii. The DTC provides guidance on setting up user accounts and the information in the next section to the BTC.
      iii. The DTC manages the addition, deletion and edits of all BTC and district-level user accounts.

   b. Each BTC determines the BRUs, TEs and TAs for his or her school and creates an account for each user following the steps provided in the next section.
      i. Each BTC manages the addition, deletion and edits of all BRU, TE and TA user accounts for his or her school.
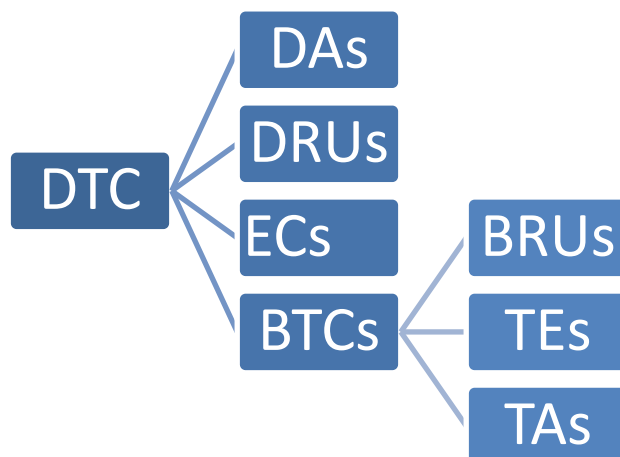
### 3. DTC delegates to district personnel

a. The DTC may elect to designate other district-level personnel as District Administrators (DAs). The DTC determines the district-level users for his or her district and creates an account for each user following the steps provided in the next section.

   i. The DTC may delegate responsibilities to one or more DAs along any lines he or she deems appropriate.

   ii. The DTC may have one DA or multiple DAs.

```
DTC — DA — BTCs
            BRUs
      ECs   TAs
```
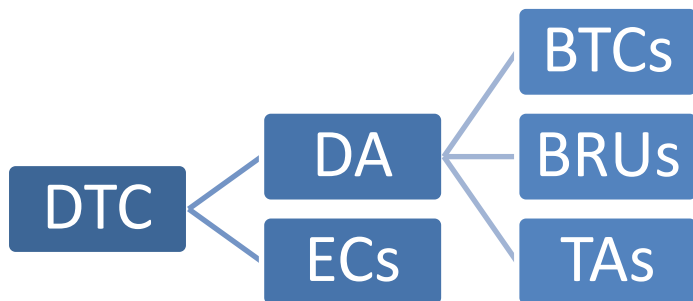
   iii. The DA can be responsible for creating all user roles or delegating that task to BTCs.

```
DTC — DA — BTCs — BRUs
      DRUs          TEs
      ECs            TAs
```
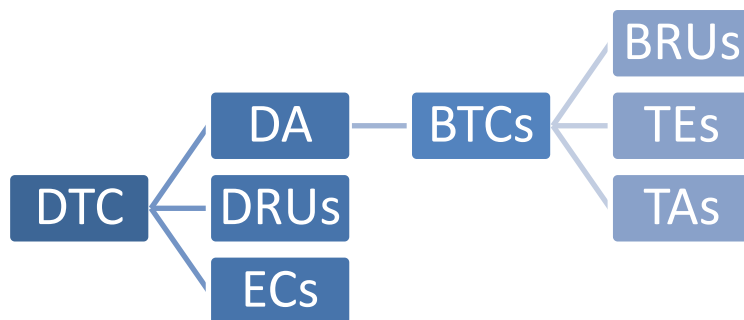
b. The DTC provides guidance on setting up user accounts and the information in the next section to the DAs.

c. The DTC manages the addition, deletion and edits of all district-level user accounts.

# Working with the Users Task in TIDE

Test coordinators can add new users for the 2021-2022 school year now and are able to make updates to user accounts throughout the school year.

Authorized users access the **Users** task in TIDE under the "Ohio State Tests 2021-2022" administration. The Users task allows DTCs, DAs and BTCs to add new users or modify existing users. This can be done individually or through a file upload process. To initially update TIDE with 2021-2022 users, it is recommended, but not required, that DTCs and other authorized users follow the file upload process to add, delete or edit users in the system.

Key information is listed below. Additional information on using the features of the **Users** task can be found in the TIDE User Guide.

## Using the Upload Users Task to Add New Users

The **Upload Users** task allows authorized users to upload multiple user accounts with one data file upload. Key steps are listed below; complete information can be found in the TIDE User Guide.

☐ Use the information from the "User Accounts and Roles" section to identify who will serve each user account role.

☐ Log in to TIDE and navigate to Upload Users.
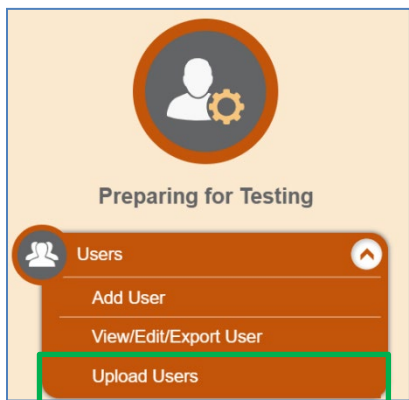


☐ Prepare the data file of user information based on the Excel or CSV templates available under Upload Users. Save in either Excel or CSV format.

| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | DISTRICTID | SCHOOLID | FIRSTNAME | LASTNAME | EMAIL | ROLE | PHONE | ACTION |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |

Enter data in the columns as follows:
- DistrictID: Your district's IRN (for example, 009999). Be sure to preserve the leading zeroes.**Error! Bookmark not defined.**
- SchoolID: Your school's IRN (for example, 000999). Be sure to preserve the leading zeroes.
- FirstName: The first name of the user you are adding.

- LastName: The last name of the user you are adding.
- Email: The email address for the user.
- Phone: Use the format xxx-xxx-xxxx. An extension can be appended.
- Role: See pages 2-3 and enter the correct acronym for each user.
- Action: Enter **ADD** in this column to create new accounts or modify existing accounts. To remove accounts, enter **DELETE** in the Action column.

*Note: Do not change or move the column headers in the first row as this could prevent the file from uploading.*

☐ Upload users following the steps listed in TIDE.

1. Browse to find the file then choose "Next".

    ℹ Use this page to upload a file of users you want to add, modify, or delete. more info ▾

    Step 1: Upload File

    | User template.xlsx | Browse |

    ➕ Upload History

    Next

2. Preview the file to ensure you have selected the correct file.

    ℹ Verify you uploaded the correct file. Click **Next**. If the values in the columns are incorrect, try re-creating your upload file using one of the available templates from the previous Upload Users page.

    Step 2: Preview

| Row Number | District IRN | School IRN | First Name | Last Name | Email Address | User Role | Phone Number | Action |
|---|---|---|---|---|---|---|---|---|
| 1 | 000002 | 000003 | DA | User | DAuser2320@cambiumassessment.com | DA | 999-555-5555 | ADD |
| 2 | 000002 | 000003 | BTC | User | BTCuser2320@cambiumassessment.com | BTC | 999-555-5555 | ADD |
| 3 | 000002 | 000003 | TE | User | TEuser2320@cambiumassessment.com | TE | 999-555-5555 | ADD |
| 4 | 000002 | 000003 | TA | User | TAuser2320@cambiumassessment.com | TA | 999-555-5555 | ADD |

    Next    Cancel

3. Validate the file to ensure there are no errors in the file.

    Step 3: Validate

    Legend:

    ⚠ Error: The file can be uploaded, but this row will not be included.

    🏳 Warning: This field is invalid, but the row will be uploaded.

4. After reaching confirmation of the upload process, new accounts are created for all valid new user records. Each new user will receive an email from DoNotReply@cambiumast.com. This email contains a temporary link that the user must click on **within 15 minutes** to establish his or her password. Ohio's online systems cannot be accessed until the new user establishes his or her password.

Users who already have an account will not receive an email if their user role changes or they are associated to additional buildings. These users can continue to use the password established at the beginning of the 2021-2022 school year.

## Other Options for Managing Users

Authorized users may elect to add and edit user accounts one at a time. A summary of these options is listed below; complete information can be found in the *TIDE User Guide*.
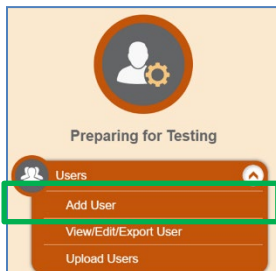


1. **Add User** – This feature allows DTCs, DAs or BTCs to create new user accounts individually. To add an account, enter the user's email address. Click "Add user or add roles to user with this email."



Additional fields appear. Enter the user's first name, last name and phone number. Under the "Role" dropdown, select the role you want the user to be associated with.



Click "Save." The user receives an email from DoNotReply@cambiumast.com. This email contains a secure link that the user must click on to establish his or her password.

2. **View/Edit/Export Users** – This feature allows DTCs, DAs and BTCs to view user accounts, edit user accounts individually and export listings of current users.

View/Edit/Export User
🛈 Use this page to view, edit, or export users. more info ▾

**Search users**

| | | | |
|---|---|---|---|
| *Role: | - Select a role - ▾ | Last Name: | |
| First Name: | | Phone number: | |
| | | Email Address: | |
| | | TA Certified: ○ Yes ○ No | |
| | | TA-Alt Certified: ○ Yes ○ No | |
| | | Search | |

After entering search criteria, the results displays as follows.

View/Edit/Export User
🛈 Use this page to view, edit, or export users. more info ▾

**+ Search Users**

↗▾ 🗑

Number of users found: 8
Enter search terms to filter search results 🔍

| ☐ | Edit | Role ⇕ | District ⇕ | Email Address ⇕ | First Name ⇕ | Last Name ⇕ | Phone Number ⇕ | TA Certifications ⇕ |
|---|---|---|---|---|---|---|---|---|
| ☐ | ✏ | DA | 000002-DEMO District | demodaoh104@yopmail.com | Demo | DA | | |
| ☐ | ✏ | DA | 000002-DEMO District | t2demoda@outlook.com | demo | da | | |

Click the check box to the left of the record, then the Delete icon 🗑 to remove an account or the Export icon ↗▾ to export an account. Click the Edit icon ✏ to edit an account. Note that user account email addresses and school IRNs cannot be changed using this feature. User accounts that require a change to the email address field or SIRN field must be modified using the Upload Users task. See the *TIDE User Guide* for complete instructions.

To quickly navigate to the View/Edit page for a specific user, enter the email address associated with the user's TIDE account into the *Find Student/User by ID* field in the upper-right corner of TIDE and select the search icon.

Find Student/User by ID 🔍

## Managing TA Certified Users

Users must have a TIDE account in order to access the **optional** TA Certification Course or the **optional** TA-Alt Certification Course. TIDE tracks which users have completed these courses and Test Coordinators can view this information in the View/Edit/Export Users task with the certifications field. This field can have the values of "General," "AASCD," both or none.

**Note:** With the release of 2021-2022 TIDE the certifications field for the 2020-2021 school year have been blanked.

If the certifications field is blank, the user has not completed any Certification Course for the 2021-2022 school year. If the certifications field has the value "General," the user has completed the optional TA Certification Course for the 2021-2022 school year. If the certifications field has the value "AASCD," the user has completed the optional TA-Alt Certification Course for the 2021-2022 school year. This information is for district reference only and is not used by the system to grant access to the TA Interface.

## Establishing Passwords for New User Accounts

When a new user account is created, an activation email is sent to the user. The email contains a clickable link and instructions for setting up the user's account. A user must activate his or her account within **15 minutes** of receiving the original message to establish a password. The account does not become active until a password is established.

The user must follow these steps to activate the account:

1. Click on the link contained within the activation email.
2. In the *Password* and *Confirm Password* fields, enter a new password. The new password must be at least 8 characters long and have **all** of the following:
   - one lowercase alphabetic character
   - one uppercase alphabetic character
   - one number
   - a special character such as %, #, or !
3. Click Submit.

If a user fails to establish his or her password within 15 minutes of receiving the activation email, he or she may request to have a new temporary link sent by doing the following:

1. Go to the TIDE login page.

2. Click the "Request a new one for this school year" link.

3. The Password Reset page appears. Enter your email address and select the "Next" button. An email with a new temporary link will be sent. Use this new temporary link to establish your new password.

4. After selecting the temporary link, you will be prompted to create a new password. The new password cannot be the same as any previous password.